

THE HIGHLAND COUNCIL
PLANNING, DEVELOPMENT AND INFRASTRUCTURE
COMMITTEE

| | |
|-------------|-----------|
| Agenda Item | 9 |
| Report No | PDI 26/14 |

20 AUGUST 2014

BUILDING STANDARDS BALANCED SCORECARD AND CONTINUOUS IMPROVEMENT PLAN 2014/15

Report by Director of Development and Infrastructure

Summary

The Council, as verifier for their geographical area, is required to submit to Scottish Government Building Standards Division a suite of Key Performance Outcomes (KPOs). Two of these outcomes; The Balanced Scorecard; and The Continuous Improvement Plan are the subject of this paper. Members are asked to approve the submission of these documents to Scottish Government.

1 Background

- 1.1 The verification system was launched by Scottish Government in May 2005.
- 1.2 Verification is that part of Building Standards that specifically deals with building warrants, the inspection of buildings for the purpose of reasonable inquiry and the issuing of completion certificates when compliance with the Building (Scotland) Regulations 2004, as amended, is proven.
- 1.3 Highland Council was reappointed as verifier for its geographical area by Scottish Ministers in December 2011.

2 Balanced Scorecard and Continuous Improvement Plan

- 2.1 The format of the balanced scorecard has changed with the Continuous Improvement section now a separate dynamic document.
- 2.2 Continuous improvement is an integral part of the verification performance framework which cuts across the three core perspectives:
 - Professional Expertise;
 - Customer Experience; and
 - Financial Governance.
- 2.3 Although continuous improvement had been part of the previous balanced scorecard, the initial focus of Continuous Improvement Plans (CIP) under

KPO9 was expected to be on the implementation of the performance framework. However, early last year it soon became clear that the framework was being embedded within local authorities quickly and the format needed revisiting.

2.4 Collaborative working between Scottish Government Building Standards Division (BSD) and the Scottish local authorities represented by Local Authority Building Standards Scotland (LABSS) has resulted in a new Continuous Improvement Plan being created.

2.5 This is a dynamic working document that is in two parts:

- A Detailed Improvement Plan that is the property of the verifier and forms a wider programme of actions for the forthcoming year; and
- The Continuous Improvement Plan – Summary. This plan supports the detailed one but lists higher level actions. This version requires to be submitted to Scottish Government at the end of each quarterly reporting period.

2.6 A copy of the Continuous Improvement Plan – Summary for Q1 2014/15 is appended to this report for Member information and approval (Appendix 1).

2.7 The Scorecard is now a strategic planning and management tool that is used to align business activities to the vision and strategy of the organisation, improve internal and external communications, and monitor performance against strategic goals. The scorecard requires to be submitted annually to Scottish Government.

2.8 A copy of the Balanced Scorecard 2014/15 is appended to this report for Member information and approval (Appendix 2).

2.9 The nine KPOs are listed below:

| Professional Expertise & Technical Processes | |
|---|---|
| KPO1 | Year-on-year reduction in the average time taken to grant a building warrant |
| KPO2 | Increased quality of assessment and compliance during the construction processes |
| Quality Customer Experience | |
| KPO3 | Commitment to meeting customer expectations |
| KPO4 | Adherence to service commitments of a National Customer Charter |
| KPO5 | Improvement of the customer experience |
| Operational & Financial Efficiency | |

| | |
|-------------|---|
| KPO6 | Financial governance |
| KOP7 | Improved partnership working underpinned by engagement with a National Forum |
| KPO8 | Development of and adherence to objectives outlined in balanced scorecard |
| KPO9 | Commitment to continuous improvement |

2.10 A copy of the Key Performance Outcomes: 1, 2, 3, and 6 for Quarter 1 2014/15 is appended to this report for Member information

3 Implications

3.1 Resource implications

There are no direct resource implications arising from the report.

3.2 Legal Implications

There are no legal implications arising from this report

3.3 Equality Implications

There are no equality implications arising from this report

3.4 Climate Change/Carbon Clever Implications

There are no climate change/carbon clever implications arising from this report

3.5 Risk Implications

There are no risk implications arising from this report

3.6 Gaelic and Rural Implications

There are no Gaelic or Rural implications arising from this report

Recommendation

Committee is asked to agree the Balanced Scorecard for 2014/15, and the Continuous Improvement Plan – Summary for Quarter 1 for 2014/15

Designation: Director of Development and Infrastructure

Date: 30 July 2014

Author: Glenn Campbell, Building Standards Manager

Background Papers:

1 - Building Standards Verification Service, Balanced Scorecard 2014/15

2 - Continuous Improvement Plan – Summary (Quarter 1 - 2014/15)

3 – Summary of Quarter 1 KPO reports

CONTINUOUS IMPROVEMENT PLAN - SUMMARY (PART 4 OF BALANCED SCORECARD)

Professional Expertise and Technical Processes

| Key actions from previous quarter (Q1 2014-15): | Relevant to KPO1-2 (from list): | Target completion date: | Status (from list): | Outcomes: |
|---|---------------------------------|-------------------------|---------------------|--|
| 1 - Participate in LABSS RI Handbook dev't team | KPO2 | | Completed | Publication of the Verification During Construction Handbooks |
| 2 - Review Highland Council RI protocol and training plan | KPO2 | | Completed | The work involved in putting into place and implementing this protocol is complete. However, will be subject of an annual review |
| 3 - Review existing Protocols and Policies | KPO1 | | Completed | The work involved in putting into place and implementing this protocol is complete. However, will be subject of an annual review |
| 4 - Review Uniform, Enterprise, DMS, IDOX systems | KPO1 | | Completed | This phase of the work was completed during Q4. However, an annual/continuous review is planned. See below re 'Hosting' |
| 5 - Staff training on Enterprise and review | KPO1 | | Completed | As above. |

Commentary: (This is an important requirement and should include a narrative summary of progress, as well as the context and rationale for any changes to current and planned actions.)

- Highland Council participated in the LABSS Working Group behind the publication of the Verification During Construction Handbooks. We will continue to contribute to the reviews of this document
- The Highland Council Protocol for RI will be reviewed after 12 months
- It is critical for development and consistency in assessment/inspection and for progress of the BS team that Protocols and Policies are updated regularly. The Protocol and Policy Working Group continually reviews existing documents whilst drafting new ones for ratification at BS management team meetings (PBSS Meetings)
- Highland Council is moving Uniform, Enterprise, IDOX etc to a 'Hosted Service' that will be managed by the IDOX Group, during Q3/4 therefore there will be a continual review of these operational functions/software over the next 12 months.

| Key actions planned for next three quarters: | Relevant to KPO1-2 (from list): | Target completion date: | Priority level (from list): | Proposed outcomes: |
|---|---------------------------------|---|-----------------------------|---|
| 1 - Carry out RI processes review | KPO2 | W/C 29 Sep 2014 | Medium | The Customer and staff embrace RI |
| 2 - Drafting of new Protocols and Policies to be ratified at management Meetings then published on Sharepoint | KPO1 | 9/10/14 15/1/15 9/4/15 | Medium | Protocols and Policies will be up to date |
| 3 - Review Uniform, Enterprise, DMS, IDOX as the Service moves to 'Hosting'. | KPO1 | 20/10/14 23/3/15 | 26/1/15 High | The change to the new system will be seamless/unnoticeable |
| 4 - Investigate Mobile solutions to fully utilise the IDOX systems and also as part of e-building standards | KPO2 | 29/9/14 15/12/14 9/3/15 | High | Reduce the need for paper documents and document storage |
| 5 - Review performance to drive down overall time taken to grant BW | KPO1 | 14/07/2014 13/10/14 12/01/15 13/4/15 | High | Reduce over time from application submission to warrant granted |
| 6 - Ensure all BS staff are CSCS accredited | KPO1 | end 2014 | High | Staff safety |

Commentary (optional): (This could look at longer term priorities (one to three years)):

- The service will host further dissemination events to inform and engage with the customer, developers etc of the importance of Reasonable Inquiry and why we all need to embrace it
- A working group of senior surveyors are responsible for reviewing Protocols and Policies and for presenting new ones to BS management meetings (PBSS). This action is work that will be a recurring item throughout 2014, 2015 and 2016.
- It is essential for business continuity, customer and staff confidence that the transition over to a 'Hosted Service' is seamless and that all functions operate without problems. Changes in the way the system operates is anticipated and training for staff will be arranged.
- The BS service will move to a paperless environment 2015/16 or 2016/17 and to embrace this technology trials of mobile equipment will be undertaken during 2014/15. This work will benefit the introduction of e-building standards in 2015/16 and it is critical that staff are provided with the best equipment available. Trials of mobile devices will commence in the autumn 2014.
- Implement 'chase mechanism' where surveyors will regularly contact agents after the 'first response' date, and include the applicant, in order to reduce the time an application is with the Architect/agent. This action is work that will be a recurring item throughout 2014, 2015 and 2016.
- Annual ERDPs and 6 monthly reviews are essential for developing the competencies and awareness of the BS team to the strategic objectives and aims of the Council. One outcome of the latest round of ERDPs was the need for staff to have valid CSCS cards.

Quality Customer Experience

| Key actions from previous quarter (Q1 2014-15): | Relevant to KPO3-5 (from list): | Target completion date: | Status (from list): | Outcomes: |
|---|---------------------------------|-------------------------|---------------------|--|
| 1 - Review local Customer Charter and align with National Charter | KPO4 | | Completed | Keep the customer informed of the the level and type of service they can expect to receive |

| | | | | |
|--|------|--|-----------|---|
| 2 - Understand Customer Needs (Focus Group work, Survey Monkey Questionnaires, customer surveys). | KPO5 | | Completed | To have an excellent working relationship with the customer. |
| 3 - Review Customer Feedback (questionnaires, surveys etc) | KPO5 | | Completed | Implement, where reasonable, the customer's suggestions on improvements |
| 4 - Measure Performance and review performance targets | KPO3 | | Completed | Maintain and improve performance |

Commentary: (This is an important requirement and should include a narrative summary of progress, as well as the context and rationale for any changes to current and planned actions.)

1. The Charter is reviewed, revised/updated and republished annually
Engagement with the customer by all means possible is critical to developing good relationships the customer needs
is critical for ensuring good customer relationships and for the moral of the team

2.
3. Recognise
4. Maintaining good performance

| | Relevant to KPO3-5 (from list): | Target completion date: | Priority level (from list): | Proposed outcomes: | |
|--|---------------------------------|---|-----------------------------|---|-----------------------|
| 1 - Implement changes based on customer feedback | KPO5 | 15/09/2014 | Medium | Understand our customer | |
| 2 - Develop Target Focus Groups and Clinics/workshops | KPO5 | 1/9/14 30/3/15 | Medium | Concentrate on specific customers needs | |
| 3 - Measure and review performance to first response target | KPO3 | 28/8/14 20/11/14 15/1/15 26/2/15 | 9/9/14 9/4/15 | High | Maintain performance. |
| 4 - Assist BDS with Customer details for national customer survey | KPO3 | annually | Medium | Maintain performance. | |

Commentary (optional): (This could look at longer term priorities (one to three years)):

1. We will continue to meet our customers via Focus Group meetings and to survey via Survey Monkey questionnaires to engage and discuss issues that effect the customer either by non-performance of surveyors or where improvements may be possible
feedback is essential to allow the service to improve
following Focus Group Meetings indicates that a form of 'targeted focus group meetings' would be welcome eg conservatory manufacturers; house builders; and working more closely with disabled groups

2. Customer

3. Customer feedback

4. Customer feedback following Focus Group Meetings indicates that technical clinics/workshops would be welcome to explain interpretations of the technical handbooks and procedures. These will be offered during 2014/15

5. The Customer

Charter is reviewed annually. The Customer Care Protocol will be reviewed March 2015

6. Performance (internal KPIs) is reviewed monthly by BS management team and at the 6 weekly Principal Building Standards Surveyors meetings. KPI outcomes are also reported quarterly to senior management

7. Performance

targets are reviewed annually to ensure these are challenging

Operational and Financial Efficiency

| Key actions from previous quarter (Q1 2014-15): | Relevant to KPO6-9 (from list): | Target completion date: | Status (from list): | Outcomes: |
|--|---------------------------------|-------------------------|---------------------|--|
| 1 - Engage fully in the National Uniform Working Group | KPO7 | | Completed | Provide a Building Standards Register that is consistent |
| 2 - Consortia Working Group | KPO7 | | Completed | Provide consistency in interpretation of legislation and guidance |
| 3 - Engage with Developers and business community | KPO8 | | On target | Provide a fast track building standards service to the business community |
| 4 - Develop SLAs with NHS Estates | KPO8 | | On target | Provide a fast track building standards service to our NHS Highland Estates partners |
| 5 - Review BS team structure, staff responsibilities and future vacancies | KPO8 | | Completed | Have a team structure that is fit for purpose |
| 6- Identify verification and non-verification costs | KPO6 | | Completed | categorise the differing fee income streams |
| 7 - Deliver a 'value for money' service to the customer | KPO6 | | Completed | |

Commentary: (This is an important requirement and should include a narrative summary of progress, as well as the context and rationale for any changes to current and planned actions.)

1. The Uniform Working Group meetings occur annually. Highland Council's objective is to create a BS Register that is meaningful and useful to our customers.
 2. Consortia Working Group liaison is considered essential to providing consistency and for sharing information. Partnership working has also been considered within the H & I Consortia.
 3. Focus Group meeting outcomes saw Highland House Builders/Developers expressing an interest in the Council providing a fast track process for dealing with their applications.
 4. SLAs with NHS Estates improves consistency of applications for warrant and speedier processing times
 5. ERDPs are essential for the development of staff
 6. The Council in the past has found it difficult to attract staff to the Highland. This resulted in culture of 'Growing our Own', by taking on new recruits as trainees and developing them into surveyors that fit better with the aims and objectives of the BS team. This process has proven extremely successful and is now our first priority, when workload pressure permit
 7. As budgets within the Council get tighter it is critical to identify costs that are separate from verification
 8. The fee paying customer expects speedy and good service from the Council as verifier

| Key actions planned for next three quarters: | Relevant to KPO6-9 (from list): | Target completion date: | Priority level (from list): | Proposed outcomes: |
|---|---------------------------------|--|-----------------------------|--|
| 1 - Participate and contribute to the national Uniform Working Group | KPO7 | Apr/May 2014 Apr/May 2015 Apr/May 2016 | Low | Provide a Building Standards Register that is consistent and that Uniform is efficient to use by the BS team |
| 2 - Cultivate relationships with Developers and the business community | KPO8 | Apr/Sep 2014 Apr/Sep 2015 Apr/Sep 2016 | High | Provide a fast track building standards service to the business community |
| 4 - Investigate budget allocation for Dangerous/Defective Buildings and implications of new Recovery Bill | KPO6 | Sep 2014. Awaiting Royal Assent of Bill | High | Avoidance of significant additional cost to the Council |
| 4 - Review BS team structure, staff responsibilities and future vacancies | KPO8 | Annually - Jun | Medium | Provide an efficient service to our customers |

Commentary (optional): (This could look at longer term priorities (one to three years)):

1. The national Uniform Working Group meetings are an annual occurrence and Highland Council will continue to contribute to and attend. Attendance and feedback from these meetings ensures our planning technicians are kept abreast of changes and updates. These meetings also allow Highland to benchmark with other Councils eg Fife, Argyll & Bute and Moray; as well as our Consortia partners
 2. Business Growth in the Highlands is essential, Building Standards will therefore work with developers and industry to ensure BW applications are processed speedily through the system. Collaboration is essential between the Council and industry for removing obstacles. A Highland Type Approval is also under consideration given the developers in Highland have no wish to move or expand further south. The LABSS TA scheme is of no attraction
 3. Analysis of fee income is monitored to separate fee income streams between verification and Non-verification. As budget constraints get tighter it is essential to apportion correctly
 4. If Scottish Councils expect to be re-appointed as verifiers in 2017 they must first provide the fee paying customers with an efficient, reliable, consistent and quick service. By re-investing 100% of the verification fee income back into the BS service will the customer receive the service it is owed.

LA Summary

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KEY PERFORMANCE OUTCOMES - Q1 2014-15

| | |
|--|--|
| Local Authority | Highland |
| Contact details | Campbell Glenn, e-mail: glenn.campbell@highland.gov.uk, tel. 01463702561 |
| Breakdown into "days taken by verifier provided" | |
| | NO |

KPO1 - TIME TO GRANT A BUILDING WARRANT OR AMENDMENT TO WARRANT

| CATEGORY (by building type and value of work) | Total number of BWs granted | Total number of working days | Total number of working days taken "by Verifier" | Average time per BW (Working Days) | Average time "by verifier" per BW (Working Days) | |
|--|-----------------------------|------------------------------|--|------------------------------------|--|------|
| DOM1 - Domestic New Build - MULTILOT | 0 - £10,000 | 3 | 149 | 0 | 49.67 | 0.00 |
| | £10,001 - £50,000 | 0 | 0 | 0 | 0.00 | 0.00 |
| | £50,001 - £250,000 | 4 | 313 | 0 | 78.25 | 0.00 |
| | £250,001 - £1,000,000 | 4 | 534 | 0 | 133.50 | 0.00 |
| | £1,000,001 and above | 4 | 246 | 0 | 61.50 | 0.00 |
| DOM2 - Domestic New Build - OTHER | 0 - £10,000 | 5 | 231 | 0 | 46.20 | 0.00 |
| | £10,001 - £50,000 | 13 | 878 | 0 | 67.54 | 0.00 |
| | £50,001 - £250,000 | 51 | 3927 | 0 | 77.00 | 0.00 |
| | £250,001 - £1,000,000 | 15 | 1281 | 0 | 85.40 | 0.00 |
| | £1,000,001 and above | 1 | 27 | 0 | 27.00 | 0.00 |
| DOM3 - Domestic Existing Building - EXTENSION | 0 - £10,000 | 13 | 615 | 0 | 47.31 | 0.00 |
| | £10,001 - £50,000 | 109 | 6465 | 0 | 59.31 | 0.00 |
| | £50,001 - £250,000 | 29 | 1683 | 0 | 58.03 | 0.00 |
| | £250,001 - £1,000,000 | 1 | 167 | 0 | 167.00 | 0.00 |
| | £1,000,001 and above | 1 | 48 | 0 | 48.00 | 0.00 |
| DOM4 - Domestic Existing Building - ALTERATION | 0 - £10,000 | 83 | 2879 | 0 | 34.69 | 0.00 |
| | £10,001 - £50,000 | 19 | 1192 | 0 | 62.74 | 0.00 |
| | £50,001 - £250,000 | 7 | 408 | 0 | 58.29 | 0.00 |
| | £250,001 - £1,000,000 | 2 | 57 | 0 | 28.50 | 0.00 |
| | £1,000,001 and above | 0 | 0 | 0 | 0.00 | 0.00 |
| NDOM5-9 - Non-Domestic Building - ALL | 0 - £10,000 | 37 | 2570 | 0 | 69.46 | 0.00 |
| | £10,001 - £50,000 | 35 | 1886 | 0 | 53.89 | 0.00 |
| | £50,001 - £250,000 | 37 | 2882 | 0 | 77.89 | 0.00 |
| | £250,001 - £1,000,000 | 13 | 1018 | 0 | 78.31 | 0.00 |
| | £1,000,001 and above | 3 | 168 | 0 | 56.00 | 0.00 |

| | | | | | | |
|-----------|--------------------|-----|-------|---|-------|------|
| Sub total | DOM - MULTILOT | 15 | 1242 | 0 | 82.80 | 0.00 |
| Sub total | DOM - OTHER | 85 | 6344 | 0 | 74.64 | 0.00 |
| Sub total | DOM - EXTENSION | 153 | 8978 | 0 | 58.68 | 0.00 |
| Sub total | DOM - ALTERATION | 111 | 4536 | 0 | 40.86 | 0.00 |
| Sub total | DOMESTIC - ALL | 364 | 21100 | 0 | 57.97 | 0.00 |
| Sub total | NON-DOMESTIC - ALL | 125 | 8524 | 0 | 68.19 | 0.00 |

| | | | | | | |
|----------------|-------|-----|-------|---|-------|------|
| ALL CATEGORIES | Total | 489 | 29624 | 0 | 60.58 | 0.00 |
|----------------|-------|-----|-------|---|-------|------|

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|----------|---|
| Comments | The Total number of applications received in Q1 14/15 indicates an 11% increase when compared with Q4 13/14 and an 9% increase with Q1 2013/14. The total number of working days indicates a small drop 3% when compared to last quarter but a significant increase 26% with Q1 13/14. This quarter has seen an upturn in the constructions industry. |
|----------|---|

| | | | | | | |
|-----------------------|-----------------------|-----|-------|---|-------|------|
| Value bands Sub total | 0 - £10,000 | 141 | 6444 | 0 | 45.70 | 0.00 |
| Value bands Sub total | £10,001 - £50,000 | 176 | 10421 | 0 | 59.21 | 0.00 |
| Value bands Sub total | £50,001 - £250,000 | 128 | 9213 | 0 | 71.98 | 0.00 |
| Value bands Sub total | £250,001 - £1,000,000 | 35 | 3057 | 0 | 87.34 | 0.00 |
| Value bands Sub total | £1,000,001 and above | 9 | 489 | 0 | 54.33 | 0.00 |

KEY PERFORMANCE OUTCOMES - Q1 2014-15

| | |
|---|--|
| Local Authority | Highland |
| Contact details | Campbell Glenn, e-mail: glenn.campbell@highland.gov.uk, tel. 01463702561 |
| Breakdown into "CCNP's fully achieved" NO | |

KPO2 - COMPLIANCE DURING CONSTRUCTION

| CATEGORY (by building type and value of work) | Number of CCNPs for "accepted" completion certificates | Number of CCNPs fully achieved | Number of CCNPs fully achieved by "Relevant Person" | Number of CCNPs fully achieved by "Verifier" | % of CCNPs fully achieved for "accepted" completion certificates | % of CCNPs fully achieved by "Relevant Person" | % of CCNPs fully achieved by "Verifier" |
|--|--|--------------------------------|---|--|--|--|---|
| DOM1 - Domestic New Build - MULTILOT | 0 - £10,000 | 1 | 1 | 0 | 100.00% | 0.00% | 0.00% |
| | £10,001 - £50,000 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 4 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £250,001 - £1,000,000 | 14 | 3 | 0 | 21.43% | 0.00% | 0.00% |
| | £1,000,001 and above | 18 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| DOM2 - Domestic New Build - OTHER | 0 - £10,000 | 1 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £10,001 - £50,000 | 1 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 31 | 5 | 0 | 16.13% | 0.00% | 0.00% |
| | £250,001 - £1,000,000 | 10 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £1,000,001 and above | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| DOM3 - Domestic Existing Building - EXTENSION | 0 - £10,000 | 7 | 3 | 0 | 42.86% | 0.00% | 0.00% |
| | £10,001 - £50,000 | 28 | 8 | 0 | 28.57% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 7 | 1 | 0 | 14.29% | 0.00% | 0.00% |
| | £250,001 - £1,000,000 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £1,000,001 and above | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| DOM4 - Domestic Existing Building - ALTERATION | 0 - £10,000 | 28 | 7 | 0 | 25.00% | 0.00% | 0.00% |
| | £10,001 - £50,000 | 5 | 4 | 0 | 80.00% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 2 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £250,001 - £1,000,000 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £1,000,001 and above | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| NDOM5-9 - Non-Domestic Building - ALL | 0 - £10,000 | 8 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £10,001 - £50,000 | 14 | 6 | 0 | 42.86% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 10 | 3 | 0 | 30.00% | 0.00% | 0.00% |
| | £250,001 - £1,000,000 | 1 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £1,000,001 and above | 1 | 0 | 0 | 0.00% | 0.00% | 0.00% |

| | | | | | | | | |
|-----------|--------------------|-----|----|---|---|--------|-------|-------|
| Sub total | DOM - MULTILOT | 37 | 4 | 0 | 0 | 10.81% | 0.00% | 0.00% |
| Sub total | DOM - OTHER | 43 | 5 | 0 | 0 | 11.63% | 0.00% | 0.00% |
| Sub total | DOM - EXTENSION | 42 | 12 | 0 | 0 | 28.57% | 0.00% | 0.00% |
| Sub total | DOM - ALTERATION | 35 | 11 | 0 | 0 | 31.43% | 0.00% | 0.00% |
| Sub total | DOMESTIC - ALL | 157 | 32 | 0 | 0 | 20.38% | 0.00% | 0.00% |
| Sub total | NON-DOMESTIC - ALL | 34 | 9 | 0 | 0 | 26.47% | 0.00% | 0.00% |

| | | | | | | | | |
|-----------------------|--------------|------------|-----------|----------|----------|---------------|--------------|--------------|
| ALL CATEGORIES | Total | 191 | 41 | 0 | 0 | 21.47% | 0.00% | 0.00% |
|-----------------------|--------------|------------|-----------|----------|----------|---------------|--------------|--------------|

| | |
|--|--|
| Main reasons why CCNPs were not full achieved | An letter is provided to the customer within the package of information contained with the BW documents highlighting the importance of their early notification to the case surveyor of the various stages of construction identified in the CCNP. However, it appears the customer doesn't see the importance of failing to notify of the various stages. |
| Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised) | Customer Care Focus Group feedback seems to indicate the customer (both applicant and agent) doesn't recognise the importance of the CCNP. Failure to notify won't result in the CC being refused so there appears to be little incentive or need to notify the verifier. |
| Other comments on CCNPs | The Highland Council will continue to keep advising the customer of the importance of notifying the case surveyor of the various stages to be notified. I am sure eventually the message will get home. |

| | | | | | | | | |
|-----------------------|-----------------------|----|----|---|---|--------|-------|-------|
| Value bands Sub total | 0 - £10,000 | 45 | 11 | 0 | 0 | 24.44% | 0.00% | 0.00% |
| Value bands Sub total | £10,001 - £50,000 | 48 | 18 | 0 | 0 | 37.50% | 0.00% | 0.00% |
| Value bands Sub total | £50,001 - £250,000 | 54 | 9 | 0 | 0 | 16.67% | 0.00% | 0.00% |
| Value bands Sub total | £250,001 - £1,000,000 | 25 | 3 | 0 | 0 | 12.00% | 0.00% | 0.00% |
| Value bands Sub total | £1,000,001 and above | 19 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |

KEY PERFORMANCE OUTCOMES - Q1 2014-15

| | |
|-----------------|--|
| Local Authority | Highland |
| Contact details | Campbell Glenn, e-mail: glenn.campbell@highland.gov.uk, tel. 01463702561 |

KPO3 - MEETING CUSTOMER EXPECTATIONS (APPLICATIONS WITHOUT CUSTOMER AGREEMENTS)

| CATEGORY (by building type and value of work) | Number of first reports issued | No. of first reports issued within the 20 day target | No. of first reports issued between the 20 day target and the 35 day backstop period | No. of first reports issued between the 35 day backstop and before the statutory 3 month period | % within 20 days | % between 20 and 35 days | % between 35 days and 3 months | % check (should be nearly 100%) |
|--|--------------------------------|--|--|---|------------------|--------------------------|--------------------------------|---------------------------------|
| DOM1 - Domestic New Build - MULTILOT | 0 - £10,000 | 6 | 6 | 0 | 100.00% | 0.00% | 0.00% | 100.00% |
| | £10,001 - £50,000 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 3 | 2 | 1 | 66.67% | 33.33% | 0.00% | 100.00% |
| | £250,001 - £1,000,000 | 6 | 4 | 1 | 66.67% | 16.67% | 0.00% | 83.34% |
| | £1,000,001 and above | 6 | 5 | 1 | 83.33% | 16.67% | 0.00% | 100.00% |
| DOM2 - Domestic New Build - OTHER | 0 - £10,000 | 31 | 28 | 3 | 90.32% | 9.68% | 0.00% | 100.00% |
| | £10,001 - £50,000 | 12 | 11 | 1 | 91.67% | 8.33% | 0.00% | 100.00% |
| | £50,001 - £250,000 | 68 | 55 | 13 | 80.88% | 19.12% | 0.00% | 100.00% |
| | £250,001 - £1,000,000 | 21 | 16 | 5 | 76.19% | 23.81% | 0.00% | 100.00% |
| | £1,000,001 and above | 2 | 0 | 2 | 0.00% | 100.00% | 0.00% | 100.00% |
| DOM3 - Domestic Existing Building - EXTENSION | 0 - £10,000 | 24 | 23 | 1 | 95.83% | 4.17% | 0.00% | 100.00% |
| | £10,001 - £50,000 | 116 | 106 | 10 | 91.38% | 8.62% | 0.00% | 100.00% |
| | £50,001 - £250,000 | 34 | 29 | 5 | 85.29% | 14.71% | 0.00% | 100.00% |
| | £250,001 - £1,000,000 | 2 | 2 | 0 | 100.00% | 0.00% | 0.00% | 100.00% |
| | £1,000,001 and above | 1 | 1 | 0 | 100.00% | 0.00% | 0.00% | 100.00% |
| DOM4 - Domestic Existing Building - ALTERATION | 0 - £10,000 | 103 | 99 | 4 | 96.12% | 3.88% | 0.00% | 100.00% |
| | £10,001 - £50,000 | 33 | 31 | 2 | 93.94% | 6.06% | 0.00% | 100.00% |
| | £50,001 - £250,000 | 9 | 8 | 1 | 88.89% | 11.11% | 0.00% | 100.00% |
| | £250,001 - £1,000,000 | 3 | 3 | 0 | 100.00% | 0.00% | 0.00% | 100.00% |
| | £1,000,001 and above | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% | 0.00% |
| NDOM5-9 - Non-Domestic Building - ALL | 0 - £10,000 | 67 | 65 | 2 | 97.01% | 2.99% | 0.00% | 100.00% |
| | £10,001 - £50,000 | 53 | 51 | 2 | 96.23% | 3.77% | 0.00% | 100.00% |
| | £50,001 - £250,000 | 50 | 41 | 9 | 82.00% | 18.00% | 0.00% | 100.00% |
| | £250,001 - £1,000,000 | 19 | 19 | 0 | 100.00% | 0.00% | 0.00% | 100.00% |
| | £1,000,001 and above | 10 | 6 | 4 | 60.00% | 40.00% | 0.00% | 100.00% |

| | | | | | | | | | |
|-----------|--------------------|-----|-----|----|---|--------|--------|-------|---------|
| Sub total | DOM - MULTILOT | 21 | 17 | 3 | 0 | 80.95% | 14.29% | 0.00% | 95.24% |
| Sub total | DOM - OTHER | 134 | 110 | 24 | 0 | 82.09% | 17.91% | 0.00% | 100.00% |
| Sub total | DOM - EXTENSION | 177 | 161 | 16 | 0 | 90.96% | 9.04% | 0.00% | 100.00% |
| Sub total | DOM - ALTERATION | 148 | 141 | 7 | 0 | 95.27% | 4.73% | 0.00% | 100.00% |
| Sub total | DOMESTIC - ALL | 480 | 429 | 50 | 0 | 89.38% | 10.42% | 0.00% | 99.80% |
| Sub total | NON-DOMESTIC - ALL | 199 | 182 | 17 | 0 | 91.46% | 8.54% | 0.00% | 100.00% |

| ALL CATEGORIES | Total | 679 | 611 | 67 | 0 | 89.99% | 9.87% | 0.00% | 99.86% |
|----------------|-------|-----|-----|----|---|--------|-------|-------|--------|
|----------------|-------|-----|-----|----|---|--------|-------|-------|--------|

| | |
|--|---|
| Commentary on main reasons why there are any significant changes | There are no significant changes |
| Provide main reasons why first report targets not met | There has been an increase in application numbers but added to this has been a significant number of complex applications which has resulted in resources being allocated to deal with the more major apps. This has resulted in targets not being achieved |
| Provide main reasons why the escape route trigger target not met | N/A |

| | | | | | | | | | |
|-----------------------|-----------------------|-----|-----|----|---|--------|--------|-------|---------|
| Value bands Sub total | 0 - £10,000 | 231 | 221 | 10 | 0 | 95.67% | 4.33% | 0.00% | 100.00% |
| Value bands Sub total | £10,001 - £50,000 | 214 | 199 | 15 | 0 | 92.99% | 7.01% | 0.00% | 100.00% |
| Value bands Sub total | £50,001 - £250,000 | 164 | 135 | 29 | 0 | 82.32% | 17.68% | 0.00% | 100.00% |
| Value bands Sub total | £250,001 - £1,000,000 | 51 | 44 | 6 | 0 | 86.27% | 11.76% | 0.00% | 98.03% |
| Value bands Sub total | £1,000,001 and above | 19 | 12 | 7 | 0 | 63.16% | 36.84% | 0.00% | 100.00% |

KEY PERFORMANCE OUTCOMES - Q1 2014-15

| | |
|-----------------|--|
| Local Authority | Highland |
| Contact details | Campbell Glenn, e-mail: glenn.campbell@highland.gov.uk, tel. 01463702561 |

KPO3 - MEETING CUSTOMER EXPECTATIONS (APPLICATIONS WITH CUSTOMER AGREEMENTS)

| CATEGORY (by building type and value of work) | Number of first reports issued | No. of first reports issued within the CA "agreed target" | No. of first reports issued between the CA "agreed target" and before the statutory 3 month period | % within CA agreed target | % between CA agreed target and 3 months | % check (should be nearly 100%) |
|---|--------------------------------|---|--|---------------------------|---|---------------------------------|
| DOM1 - Domestic New Build - MULTILOT | 0 - £10,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £10,001 - £50,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £250,001 - £1,000,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £1,000,001 and above | 3 | 3 | 100.00% | 0.00% | 100.00% |
| DOM2 - Domestic New Build - OTHER | 0 - £10,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £10,001 - £50,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 5 | 5 | 100.00% | 0.00% | 100.00% |
| | £250,001 - £1,000,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £1,000,001 and above | 1 | 1 | 100.00% | 0.00% | 100.00% |
| DOM3 - Domestic Existing Building - EXTENSION | 0 - £10,000 | 0 | 0 | 100.00% | 0.00% | 100.00% |
| | £10,001 - £50,000 | 1 | 1 | 0.00% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 2 | 2 | 100.00% | 0.00% | 100.00% |
| | £250,001 - £1,000,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £1,000,001 and above | 0 | 0 | 0.00% | 0.00% | 0.00% |
| DOM4 - Domestic Existing Building - ALTERATION | 0 - £10,000 | 0 | 0 | 100.00% | 0.00% | 100.00% |
| | £10,001 - £50,000 | 1 | 1 | 0.00% | 0.00% | 0.00% |
| | £50,001 - £250,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £250,001 - £1,000,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £1,000,001 and above | 0 | 0 | 0.00% | 0.00% | 0.00% |
| NDOM5-9 - Non-Domestic Building - ALL | 0 - £10,000 | 2 | 2 | 0.00% | 0.00% | 0.00% |
| | £10,001 - £50,000 | 0 | 0 | 100.00% | 0.00% | 100.00% |
| | £50,001 - £250,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £250,001 - £1,000,000 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| | £1,000,001 and above | 0 | 0 | 0.00% | 0.00% | 0.00% |

| | | | | | | | |
|-----------|--------------------|----|----|---|---------|-------|---------|
| Sub total | DOM - MULTILOT | 3 | 3 | 0 | 100.00% | 0.00% | 100.00% |
| Sub total | DOM - OTHER | 6 | 6 | 0 | 100.00% | 0.00% | 100.00% |
| Sub total | DOM - EXTENSION | 3 | 3 | 0 | 100.00% | 0.00% | 100.00% |
| Sub total | DOM - ALTERATION | 1 | 1 | 0 | 100.00% | 0.00% | 100.00% |
| Sub total | DOMESTIC - ALL | 13 | 13 | 0 | 100.00% | 0.00% | 100.00% |
| Sub total | NON-DOMESTIC - ALL | 2 | 2 | 0 | 100.00% | 0.00% | 100.00% |

| | | | | | | | |
|-----------------------|--------------|-----------|-----------|----------|----------------|--------------|----------------|
| ALL CATEGORIES | Total | 15 | 15 | 0 | 100.00% | 0.00% | 100.00% |
|-----------------------|--------------|-----------|-----------|----------|----------------|--------------|----------------|

| | |
|--|--|
| Commentary on main reasons why there are any significant changes | There are no significant changes |
| Provide main reasons why first report targets not met | Reports have met the agreed customer/surveyor timescales |
| Provide main reasons why the escape route trigger target not met | N/A |

| | | | | | | | |
|-----------------------|-----------------------|---|---|---|---------|-------|---------|
| Value bands Sub total | 0 - £10,000 | 2 | 2 | 0 | 100.00% | 0.00% | 100.00% |
| Value bands Sub total | £10,001 - £50,000 | 2 | 2 | 0 | 100.00% | 0.00% | 100.00% |
| Value bands Sub total | £50,001 - £250,000 | 7 | 7 | 0 | 100.00% | 0.00% | 100.00% |
| Value bands Sub total | £250,001 - £1,000,000 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| Value bands Sub total | £1,000,001 and above | 4 | 4 | 0 | 100.00% | 0.00% | 100.00% |

KEY PERFORMANCE OUTCOMES - Q1 2014-15

| | |
|-----------------|--|
| Local Authority | Highland |
| Contact details | Campbell Glenn, e-mail: glenn.campbell@highland.gov.uk, tel. 01463702561 |

KPO6 - FINANCIAL GOVERNANCE

| | | |
|-----------------------------------|--|---|
| Verification COSTS | Total Staff Costs (£) | £357,321.00 |
| | Staff costs on verification (£) | £312,737.00 |
| | % of Staff Time spent on Verification | 87.52% |
| | Comments | Staff costs are calculated by surveying every member of staff that has an input into the verification process and this exercise is carried out annually. The people surveyed range from the Director down through all staff having an input into the provision of a building Standards and verification service. National Ins, pension contributions, mileage and costs of employing consultants to check work related to verification are totalled for the year then divided into four equal quarterly figures. The % of time on verification is also determined by surveying staff on their actual time spent undertaking verification duties as opposed to building standards work |
| Verification FEES | Total building warrant fee income (including 'late' BW) | £629,461.00 |
| | Total amendment to warrant fee income | £1.00 |
| | Total CC fee income where no warrant was obtained | £1.00 |
| | Comments | Highland Council is unable, at this time, to separate the values of work between: - applications for amendment and CC submissions where no warrant was obtained. I have however, entered a figure of 1 in order that the entry can be accepted without errors. |
| Verification VALUE OF WORK | Total value of works for BW applications (including "late" applications) | £104,824,225.00 |
| | Total value of works for amendment to warrant applications | £1.00 |
| | Total value of works for CC submissions where no warrant was obtained | £1.00 |
| | Comments | Highland Council is unable, at this time, to separate the values of work between: - applications for amendment and CC submissions where no warrant was obtained. I have however, entered a figure of 1 in order that the entry can be accepted without errors. |

| | | |
|---|---------------------------------------|--|
| Total | VERIFICATION (STAFF) COSTS (£) | £312,737.00 |
| Total | FEE INCOME (£) | £629,463.00 |
| Total | VALUE OF WORK (£) | £104,824,227.00 |
| % FEE INCOME / VERIFICATION (STAFF) COSTS <i>(greater than 100% indicates fee/staff cost surplus)</i> | | 201.28% |
| | Comments | Fee income for Q1 is significantly higher than anticipated. This is due to three major BW applications being received for the construction of 2 Schools and an ancillary building to the University of the Highlands and Islands (UHI) campus. |

KEY PERFORMANCE OUTCOMES - Q1 2014-15

| | |
|-----------------|--|
| Local Authority | Highland |
| Contact details | Campbell Glenn, e-mail: glenn.campbell@highland.gov.uk, tel. 01463702561 |
| | Breakdown into staged applications / amendments |
| | NO |

OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT

| Building Warrants | | |
|--|---|-----|
| applications | Total no. of all BW applications (including "late" applications) | 733 |
| applications | "Late" BW applications (as included above) | 63 |
| applications | "Staged" BW applications (as included above) | 0 |
| decisions | No. of BW approved | 669 |
| decisions | No. of BW refused | 9 |
| amendments - applications | No. of amendment to BW applications | 177 |
| amendments - applications | Amendments to "staged" BW applications (as included above) | 0 |
| BW amendments - decisions | No. of amendment to BW applications approved | 168 |
| BW amendments - decisions | No. of amendment to BW applications approved | 0 |
| Comments | Applications have increased in number during Q1. | |
| Completion Certificates | | |
| submissions | Total no. of CC submissions (including "late" CC submissions) | 717 |
| submissions | "Late" BW applications (as included above) | 21 |
| decisions | No. of CC accepted | 547 |
| decisions | No. of BW rejected | 43 |
| Comments | There's no significant change from last Q | |
| Certification | | |
| Design scheme (building structures) | No. of certificates of design provided | 363 |
| Design scheme (energy - domestic) | No. of certificates of design provided | 3 |
| Design scheme (energy - non-domestic) | No. of certificates of design provided | 0 |
| Construction scheme (electrical installations) | No. of certificates of construction provided | 0 |
| Construction scheme (drainage, heating and plumbing) | No. of certificates of construction provided | 0 |
| Comments | No significant changes | |
| Energy Performance Certificates (EPCs) | | |
| Domestic | No. of copy certificates received | 140 |
| Non-domestic | No. of copy certificates received | 2 |
| Comments | No significant change | |
| Statements of Sustainability | | |
| Domestic - Bronze | No. of copy certificates received | 0 |
| Domestic - Bronze+ | No. of copy certificates received | 0 |
| Domestic - Silver | No. of copy certificates received | 0 |
| Domestic - Gold | No. of copy certificates received | 0 |
| Domestic - Platinum | No. of copy certificates received | 0 |
| Non-domestic - Bronze | No. of copy certificates received | 0 |
| Non-domestic - Bronze+ | No. of copy certificates received | 0 |
| Non-domestic - Silver | No. of copy certificates received | 0 |
| Non-domestic - Gold | No. of copy certificates received | 0 |
| Non-domestic - Platinum | No. of copy certificates received | 0 |
| Comments | The technicians within theService are in the process of revising Access reports that will enable the extraction of this information. But at present it is not available without scrutinising each BW case file. | |
| Enforcement | | |
| Section 25 - compliance | No. of notices served | 0 |
| Section 26 - continuing requirement | No. of notices served | 0 |
| Section 27 - enforcement | No. of notices served | 3 |
| Section 28 - defective building | No. of notices served | 0 |
| Section 29 - dangerous building emergency action | No. of copy certificates received | 2 |
| Section 30 - dangerous building | No. of notices served | 0 |
| Procurator fiscal | No. of enforcement cases referred | 0 |
| Local authority undertaking work (in default) | No. of cases where local authority have undertaken work | 0 |
| Comments | No comment | |

KEY PERFORMANCE OUTCOMES - Q1 2014-15

| | | | | |
|-----------------|--|----|--|----|
| Local Authority | Highland | | | |
| Contact details | Campbell Glenn, e-mail: glenn.campbell@highland.gov.uk, tel. 01463702561 | | | |
| | Breakdown into "days taken by verifier provided" | NO | Breakdown into "CCNP's fully achieved" | NO |

SUMMARY OF KPO1, KPO2, KPO3, KPO6

| CATEGORY (by building type and value of work) | KPO1 | | | KPO2 | | | | KPO3 without CA | | | KPO3 with CA | | KPO 6 | | |
|---|-----------------------------|------------------------------------|--|--|--|--|---|---------------------------------|---|---|--|--|---------------------------------|-------------------------|---|
| | Total number of BWs granted | Average time per BW (Working Days) | Average time "by verifier" per BW (Working Days) | Number of CCNPs for "accepted" completion certificates | % of CCNPs fully achieved for "accepted" completion certificates | % of CCNPs fully achieved by "Relevant Person" | % of CCNPs fully achieved by "Verifier" | % of 1st reports within 20 days | % of 1st reports between 20 and 35 days | % of 1st reports between 35 days and 3 months | % of 1st reports within CA agreed target | % of 1st reports between CA agreed target and 3 months | Verification (staff only) costs | Verification fee income | % fee income against verification (staff) costs |
| DOM - MULTILOT | 15 | 82.80 | 0.00 | 37 | 10.81% | 0.00% | 0.00% | 80.95% | 14.29% | 0.00% | 100.00% | 0.00% | | | |
| DOM - OTHER | 85 | 74.64 | 0.00 | 43 | 11.63% | 0.00% | 0.00% | 82.09% | 17.91% | 0.00% | 100.00% | 0.00% | | | |
| DOM - EXTENSION | 153 | 58.68 | 0.00 | 42 | 28.57% | 0.00% | 0.00% | 90.96% | 9.04% | 0.00% | 100.00% | 0.00% | | | |
| DOM - ALTERATION | 111 | 40.86 | 0.00 | 35 | 31.43% | 0.00% | 0.00% | 95.27% | 4.73% | 0.00% | 100.00% | 0.00% | | | |
| DOMESTIC - ALL | 364 | 57.97 | 0.00 | 157 | 20.38% | 0.00% | 0.00% | 89.38% | 10.42% | 0.00% | 100.00% | 0.00% | | | |
| NON-DOMESTIC - ALL | 125 | 68.19 | 0.00 | 34 | 26.47% | 0.00% | 0.00% | 91.46% | 8.54% | 0.00% | 100.00% | 0.00% | | | |
| Total | 489 | 60.58 | 0.00 | 191 | 21.47% | 0.00% | 0.00% | 89.99% | 9.87% | 0.00% | 100.00% | 0.00% | £312,737.00 | £629,463.00 | 201.28% |

| | | | | | | | | | | | | | | | |
|-----------------------|-----|-------|------|----|--------|-------|-------|--------|--------|-------|---------|-------|--|--|--|
| 0 - £10,000 | 141 | 45.70 | 0.00 | 45 | 24.44% | 0.00% | 0.00% | 95.67% | 4.33% | 0.00% | 100.00% | 0.00% | | | |
| £10,001 - £50,000 | 176 | 59.21 | 0.00 | 48 | 37.50% | 0.00% | 0.00% | 92.99% | 7.01% | 0.00% | 100.00% | 0.00% | | | |
| £50,001 - £250,000 | 128 | 71.98 | 0.00 | 54 | 16.67% | 0.00% | 0.00% | 82.32% | 17.68% | 0.00% | 100.00% | 0.00% | | | |
| £250,001 - £1,000,000 | 35 | 87.34 | 0.00 | 25 | 12.00% | 0.00% | 0.00% | 86.27% | 11.76% | 0.00% | 0.00% | 0.00% | | | |
| £1,000,001 and above | 9 | 54.33 | 0.00 | 0 | 0.00% | 0.00% | 0.00% | 63.16% | 36.84% | 0.00% | 100.00% | 0.00% | | | |

KEY PERFORMANCE OUTCOMES - Q1 2014-15

| | |
|-----------------|--|
| Local Authority | Highland |
| Contact details | Campbell Glenn, e-mail: glenn.campbell@highland.gov.uk, tel. 01463702561 |

SUMMARY OF BWs, CCs, FINANCIAL, CERTIFICATION AND ENFORCEMENT

| | | |
|---|--|-----------------|
| Building Warrants | | |
| applications | Total no. of all BW applications (including "late" applications) | 733 |
| amendments - applications | No. of amendment to BW applications | 177 |
| Completion Certificates | | |
| submissions | Total no. of CC submissions (including "late" CC submissions) | 717 |
| Financial | | |
| Value of work | Total value of work | £104,824,227.00 |
| Fee income | Total fee income | £629,463.00 |
| % verification time | % staff time spent on verification | 87.52% |
| Verification (staff) costs | Total verification (staff) costs | £312,737.00 |
| % income/expenditure | % fee against verification (staff) costs | 201.28% |
| Certification | | |
| Design scheme (all) | No. of certificates of design provided | 366 |
| Construction scheme (all) | No. of certificates of construction provided | 0 |
| Energy Performance Certificates (EPCs) | | |
| EPCs (all) | No. of copy certificates received | 142 |
| Statements of Sustainability | | |
| Domestic (all) | No. of copy certificates received | 0 |
| Non-domestic (all) | No. of copy certificates received | 0 |
| Enforcement | | |
| Notices (sections 25-30) | No. of notices served | 5 |